

LACIE

SAFE

HARD DRIVE



**User Manual**

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## Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

## Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Cana-

dian Interference-Causing Equipment Regulations.

## FCC Statement



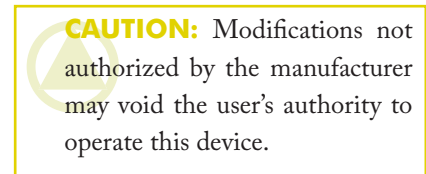
This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.



## CE Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN50082-1, EN61000-3-2

With reference to the following conditions:

73/23/EEC Low Voltage Directive  
89/336/EEC EMC Directive

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your



waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and

ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

**CAUTION:** A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

## Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open your LaCie SAFE Hard Drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your LaCie SAFE Hard Drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie SAFE Hard Drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie SAFE Hard Drive are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 1.5 A, 60-50 Hz, (Supply voltage fluctuations not exceeding  $\pm 10\%$  of the nominal, transient over-voltages according to over-voltage category II).

## General Use Precautions

- Do not expose the LaCie SAFE Hard Drive to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie SAFE Hard Drive or disfigure its casing. Avoid placing your LaCie SAFE Hard Drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie SAFE Hard Drive in an environment that is too cold or humid may damage the unit.
- Rated cooling for altitudes up to 2000 meters.
- Always unplug the LaCie SAFE Hard Drive from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the LaCie SAFE Hard Drive near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.

- Do not place the LaCie SAFE Hard Drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie SAFE Hard Drive.
- Do not place heavy objects on top of the LaCie SAFE Hard Drive or use excessive force on it.
- Never use excessive force on your LaCie SAFE Hard Drive. If you detect a problem, consult the Troubleshooting section in this manual.

**CAUTION:** The LaCie SAFE Hard drive's warranty may be void as a result of the failure to respect the precautions listed above.

# 1. Introduction To The LaCie SAFE Hard Drive



Congratulations on the purchase of your new LaCie SAFE Hard Drive. By simply plugging the LaCie SAFE Hard Drive into your computer and walking through a quick and easy software setup, you can ensure that your data is secure from unauthorized users.

The LaCie SAFE Hard Drive performs just like a standard external hard drive, but keeps your data secure with a technology known as biometry. This emerging field is devoted to individual identification using biological traits such as fingerprints or voice recognition. Fingerprint scanning, which is the technology used by the SAFE Hard Drive, is the most common biometric system used today. This technology allows you to lock and unlock your drive.

You can easily manage the fingerprint recognition system through LaCie's SAFE User Administration. A software wizard guides you step-by-step through the installation process.

With all it can do for you, we're confident that your LaCie SAFE Hard Drive will quickly become an important storage companion in your day-to-day business and personal computing.

## Your SAFE Drive Capabilities

- Up to 500 GB of storage means you can store all of your important data securely
- Provide access to data only to authorized users
- Allow up to 5 authorized users drive access
- Register 10 fingerprints

## SAFE Three Levels of Security

### ■ Level 1: Biometric Access

Only authorized users can access the data.

### ■ Level 2: Firmware Drive Lock

Each SAFE Hard Drive has a unique firmware identity. This means that the internal HDD can only be used with the original board. If your drive is stolen and removed from the casing, it is impossible to access the data.

### ■ Level 3: Chain Lock Port (Optional)

The SAFE Hard Drive is equipped with a chain lock port, which allows you to secure your LaCie SAFE Hard drive to a permanent fixture (table, computer, etc.) via a chain lock (sold separately). For more information or to purchase a chain lock, see the LaCie Web site.

**IMPORTANT INFO:** Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard drive, for instance, and a second copy either on your internal hard drive, another external hard drive or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our Web site.

## 2. Unpacking Your LaCie SAFE Drive

Building on years of storage experience, LaCie has teamed up with leaders in the security industry to create a new family of drives that can seamlessly keep your most important data secure from prying eyes. These latest drives are performance-based solutions that provide you with the quality you've

come to expect from LaCie.

This drive is the perfect answer for keeping your data both secure and handy. Share between PCs and Macs and register up to five users to securely access the data on your drive.

### 2.1. What's Included with Your LaCie SAFE Drive

- 1 LaCie SAFE Hard Drive
- 2 Hi-Speed USB 2.0 Cable
- 3 Power Adaptor Kit
- 4 LaCie Utilities CD-ROM (includes User Manual and SAFE software suite)
- 5 Quick Install Guide




**TECHNICAL NOTE:** To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details see section [7.3. Optimizing USB 2.0 Connections.](#)




## 2.2. Minimum System Requirements

System Requirements for USB 2.0	
Windows® 2000 and Windows XP	Mac OS 10.2 or higher

Hardware Requirements for USB 2.0		
PC or Mac with built-in USB 2.0 port	350MHz Intel Pentium II or G3 processor or greater	Minimum 128MB of RAM

 **TECHNICAL NOTE:** To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details see section 7.3. [Optimizing USB 2.0 Connections.](#)

 **TECHNICAL NOTE:** Once registered, you can access the drive from any Windows or MAC computer.

## 3. Before Installing Your LaCie SAFE Drive

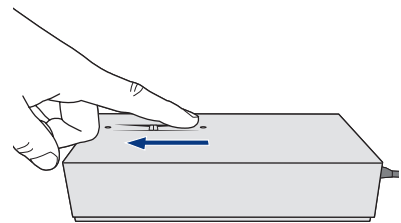
Yes, we know you are eager to start using your new LaCie SAFE Hard Drive, but because it has extra data security features not found on standard external hard drives, you should take a minute to familiarize yourself with these items first:

- 3.1. [How to Use the Fingerprint Sensor](#)
- 3.2. [Being an Administrator](#)
- 3.3. [About Authorized Users and Rights](#)
- 3.4. [Rules for Registering Users](#)

### 3.1. How to Use the Fingerprint Sensor

To use the fingerprint sensor, first make sure that the front of the drive is facing you. Next, place your finger so that it is flat and resting entirely on the sensor surface so that it touches the metal plate around the sensor itself. The top of your finger should touch the top edge of the metal groove. Now slide your finger down slowly over the sensor.

If you have trouble getting the sensor to recognize your fingerprint, refer to section 10. [Troubleshooting the Fingerprint Sensor](#).



## 3.2. Being An Administrator

The Administrator has complete control over who can use the drive and what data access rights they have. The Administrator can:

- Access the User Administration to add or remove users
- Assign Read Only, Read/Write, or Administration privileges to users
- Change a user's profile
- Change an administrator

For more on Administrator privileges, see section 6.2. [Using the Drive as an Administrator.](#)

**IMPORTANT INFO:** The first person to use the drive becomes the Administrator by default. However, any user can be given Administrative privileges.

**IMPORTANT INFO:** You can register more fingerprints per user as long as you don't exceed a maximum of 10 fingerprints total for all users. So, for example, you could register 2 fingerprints each for 5 users (including the Administrator) or 10 fingerprints for 1 user or any other combination in between.

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## 3.3. About Authorized Users And Rights

The Administrator can register fingerprints for up to four additional users. When registering users, the Administrator can opt to give them Read Only privileges, Read/Write privileges, or Administration privileges.

**Read Only** privileges allow a user to read data stored on the drive but not to write new data to the drive. This user cannot modify data or remove files.

**Read/Write** privileges allow a user to both read data stored on the drive as well as write new data to it.

**Administration** privileges allow a user complete control over who else can use the drive and what data access rights they have. For more on Administration privileges, see section 6.2. [Using the Drive as an Administrator.](#)

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## 3.4. Rules For Registering Users

The LaCie SAFE drive can save up to 10 fingerprints. Since each registered user (including the Administrator) must register at least two fingerprints, the drive can accommodate a maximum of

one Administrator and up to four users.

For more on registering users, see section 5. [Configuring Your LaCie SAFE Drive.](#)

## 4. Connecting Your LaCie SAFE Hard Drive

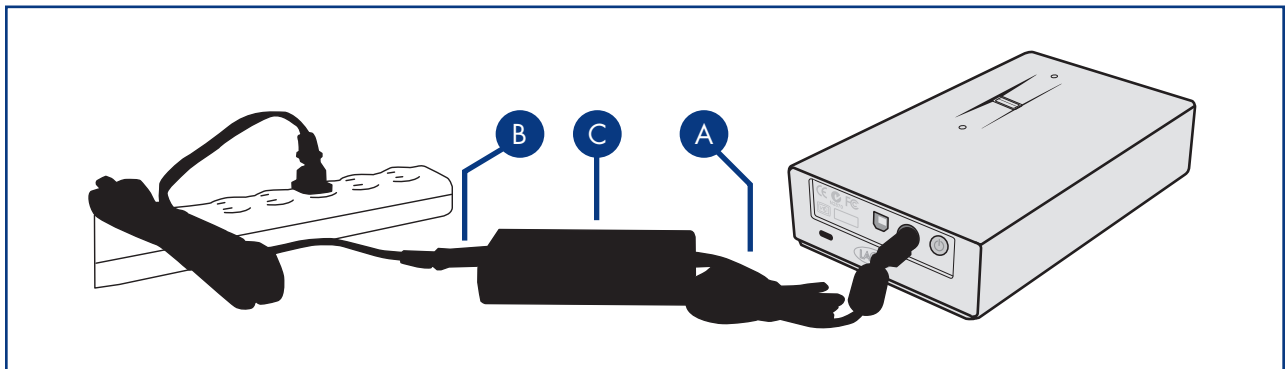
Follow these steps to quickly get your LaCie SAFE drive powered on and connected to your computer.

Step 1	<a href="#">4.1. Connecting the Power Adaptor</a>	Page 12
Step 2	<a href="#">4.2. Connect the USB 2.0 Cable to Your SAFE Drive and to Your Computer</a>	Page 13

### 4.1. Connecting The Power Adaptor

There are two cables that are supplied with the power supply: one cable (A) connects to the LaCie

drive; and the other cable (B) connects to a power outlet, such as a wall outlet or a surge protector.



1. Connect Cable **A** to your LaCie Drive.
2. Connect Cable **B** to the Power Supply brick (C).
3. Connect Cable **B** to a surge protector or wall outlet.

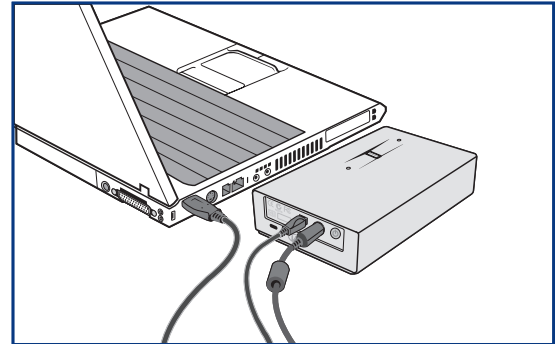
You are now ready to connect the interface cable to your drive and to your computer.

**CAUTION:** Only use the AC adapter supplied with your specific LaCie drive. Do not use a power supply from another LaCie drive or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

**CAUTION:** Always remove the AC adapter before transporting your LaCie drive. Failure to remove the adapter may result in damage to your drive and will void your warranty.

## 4.2. Connect the USB 2.0 Cable to Your LaCie Drive and to Your Computer

1. Examine the cable carefully and make sure that you have the USB 2.0 cable properly aligned, then insert the cable firmly into the USB port on the back of the drive for a stable connection.
2. Look for a USB 2.0 logo (which is generally used to identify the port) next to the connector on the front, back, or side of your computer, then insert the cable firmly into the USB port.



### Universal Serial Bus (USB) Icons



USB 1.0



USB 2.0

**TECHNICAL NOTE:** Please refer to section 7.3. [Optimizing USB 2.0 Connections](#) for important information on disconnecting USB 2.0 devices and ensuring optimum performance.

**TECHNICAL NOTE:** To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details see section 7.3. [Optimizing USB 2.0 Connections](#).

**TECHNICAL NOTE:** The volume of the drive will not yet appear at this point. Instead, you'll see an empty, removable disk. Once your drive is configured, the total storage volume mounts and you can begin to use your drive.

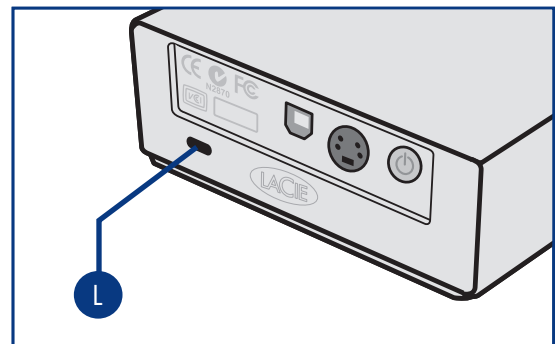
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## 4.3. Attach Chain Lock to Your SAFE Drive (Optional)

You have the option to secure your LaCie SAFE Hard drive to a permanent fixture (table, computer, etc.) via a chain lock.

On the back of your SAFE drive, you will see a slot (L) where the chain lock attaches.

For more information or to purchase a chain lock, see the LaCie Web site.



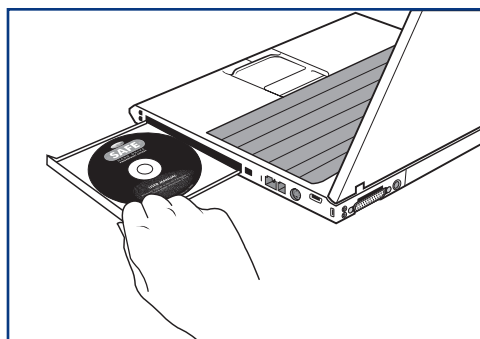
## 5. Configuring Your LaCie SAFE Drive

### 5.1. Install the Drive Software

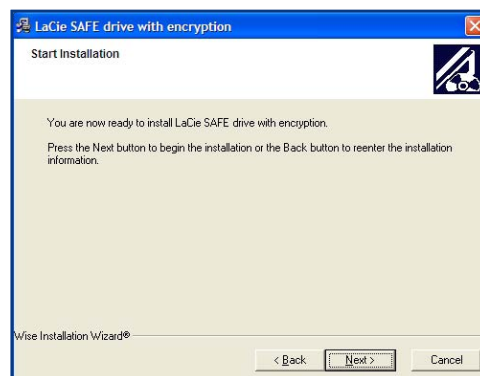
#### ■ Windows Users

1. Insert the LaCie Utilities CD-ROM included in the box content into your computer's CD or DVD drive.
2. Double-click on the **LaCie SAFE Drive** icon in your My Computer folder to open the CD, then double-click on the **LaCie SAFE Drive Installer**. The **LaCie SAFE Drive Tool** will be copied to your computer and a shortcut will be created in the Start Menu. Open this application to configure your LaCie SAFE Drive.
3. You'll see a window welcoming you to the Setup program. It is recommended that you quit all applications before running this program. Click **Next** to continue or **Cancel** if you need to quit open applications.
4. The Setup program will set up a destination folder for the LaCie software installation. You can change the destination folder by clicking the **Browse** button and choosing a new folder. Click **Next** to continue with the installation.

**IMPORTANT INFO:** Interface may vary slightly from these screenshots, but install steps remain the same.

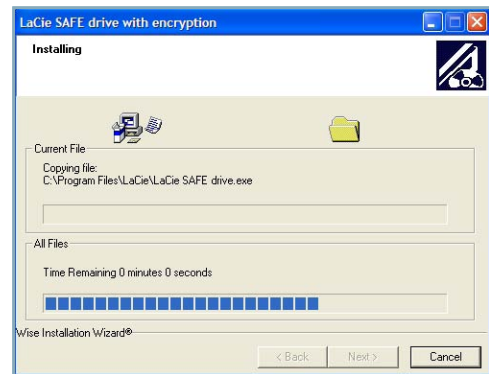


Utilities CD-ROM



Starting the installation

5. The Setup program will now install the software for you. A colored bar will indicate the installation progress.



### Installing the software

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6. When the Setup is finished you'll see a dialog confirming that it was successful.
7. Restart your computer (Mac users only).
8. The LaCie SAFE configuration tool launches automatically once installation is completed.



### Finishing the installation

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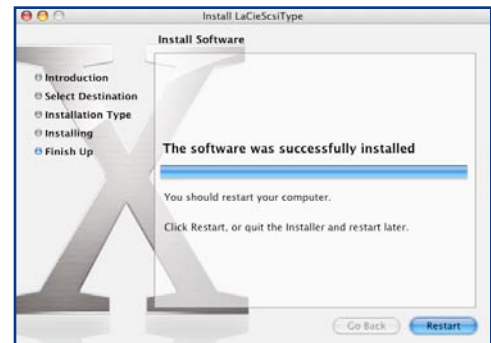
## ■ Mac Users

1. Double-click the LaCie SAFE Drive icon on your desktop to open the CD, then double-click on the LaCie SAFE Drive Installer.
2. To install the LaCie SAFE Drive User Administration application, drag it from the CD to your Utilities folder.
3. Double click the **LaCie SAFE Drive Tool** to configure your LaCie SAFE drive.
4. After you complete the **LaCie SAFE Drive Installer**, a dialogue window will appear that notifies you of successful installation.
5. Restart your computer.
6. The LaCie SAFE configuration tool launches automatically after restart.

The next step is to run the **First Use Wizard**. See the next chapter, 5.2, [Setting Up User Names And Privileges](#), for information on how to initiate and run the Wizard.



Installation program: Welcome page



Installation program: Finished

**IMPORTANT INFO:** If the top LED of your SAFE Mobile Hard Drive doesn't turn red, please contact LaCie Customer Support.



## 5.2. Setting Up User Names and Privileges

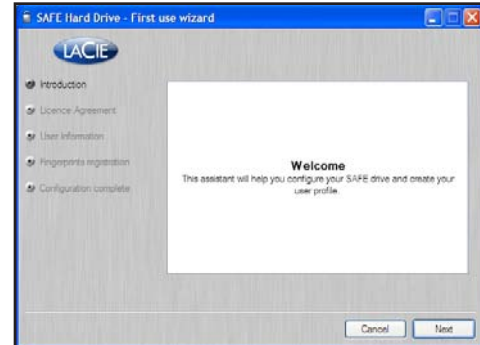
1. The first time you use your LaCie SAFE drive after installing the **SAFE Drive Tool**, click on the LaCie SAFE Drive Tool icon in your Start Menu (Windows users) or Utilities folder (Mac users). The **First Use Wizard** will appear and will walk you through the process of configuring your drive and creating your user profile. Click **Next** to continue.
2. If you agree to the terms of the LaCie license agreement, click on the **I agree** button to continue. If you do not agree and click the **I disagree** button, you won't be able to continue using the First use wizard; click **Cancel** to quit the program. You will not be able to use your LaCie SAFE drive.

### ■ Create/Edit User Names & Permissions

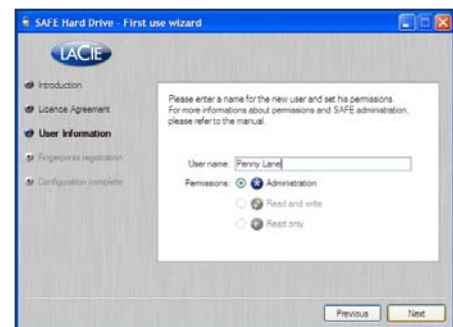
After agreeing to terms and conditions, you will see the User Information window.

Enter a name for the user and set permissions:

- **Read only** means the user can read data on the drive, but cannot write anything to it.
- **Read and write** means the user can both read data on the drive and write new data to it.
- **Administration** means that the user has read/write privileges as well as the ability to control who else can use the drive and what data access rights the user has.



First Use Wizard



User information

**IMPORTANT INFO:** User names can be a maximum of 10 characters and may only contain letters (without accents), numbers, and spaces.

### 5.3. Registering User Fingerprints

1. Click on an unselected finger to begin registering a fingerprint. Click **Next** to continue. The swipe dialogue appears.
2. This dialogue will request that you swipe the selected finger over the fingerprint sensor. If the swipe is successful, the dialog prompts you to swipe the same finger a second and third time for confirmation.

Your finger should lie flat in the recess. Make sure the top of your finger touches the top of the recess and slide it down slowly. For more on how to use the fingerprint sensor see section 3.1. [How to Use the Fingerprint Sensor](#).

3. When you have successfully swiped your finger three times, the swipe dialog displays three check marks and then closes.

**IMPORTANT INFO:** If the swipe is not successful, you'll get an error dialog stating that the swipe registration failed. Consult section 10. [Troubleshooting the Fingerprint Sensor](#) if you cannot get a successful swipe after several attempts.

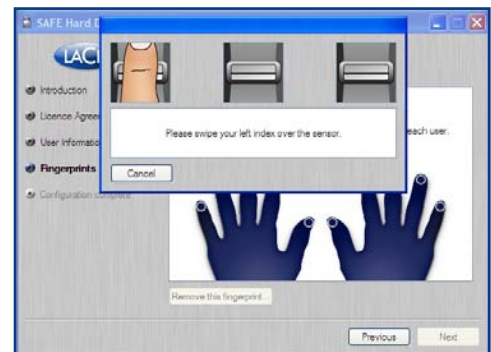
4. Once your fingerprint is successfully registered, the dialogue closes and you'll be returned to the main Fingerprints registration screen. Now you'll need to register a second fingerprint.

**IMPORTANT INFO:** Each user must register at least two fingerprints in order to use the drive. That way, if one finger is injured and must be bandaged, the user will still be able to access the drive.

**IMPORTANT INFO:** Screenshots may be different slightly on your computer.



Begin fingerprint registration



Swipe dialogue

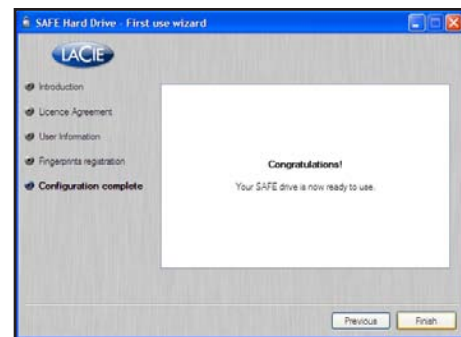
5. Choose a second finger for which you would like to register a fingerprint and repeat Step 2 above. When you are finished registering all of the fingerprints you want for the user, click **Next**.

**IMPORTANT INFO:** A user can register more than two fingerprints. The SAFE drive supports a total of 10 fingerprint registrations. So, for example, you could have five users each of whom has two fingerprints registered or you could have one user with 10 fingerprints registered. To add a new user, refer to section 5.3. [Registering Additional Users](#).

6. Congratulations! Your LaCie SAFE drive is now ready to use! Click **Finish** to either unlock the drive or continue adding users before unlocking the drive. Clicking **Finish** will bring up the Configuration window.



Registering fingerprint

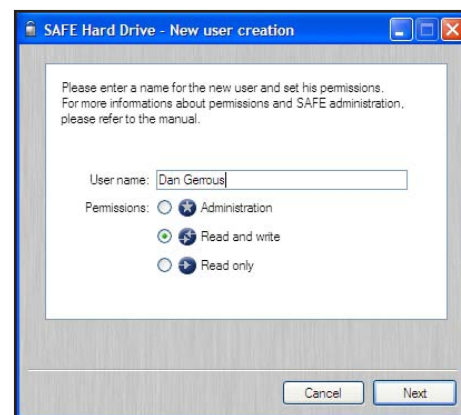


Successful fingerprint registration

## 5.4. Registering Additional Users

1. To register another user, click **New user...** and repeat Step 3 in section 5.2. [Setting Up User Names and Privileges](#) and all of the steps in section 5.3. [Registering User Fingerprints](#).
2. To begin using the drive, click **Unlock drive** and swipe one of your registered fingers over the fingerprint sensor. For more on how to use your LaCie SAFE drive once it has been set up, see section 6. [Using Your LaCie SAFE Drive](#).

**IMPORTANT INFO:** The LaCie SAFE Drive tool can also be opened when you have access to your drive as an administrator. Click on the lock icon in your Task bar (Windows) or Doc (Mac) and you will have direct access to the User Administration window.



Add new user

## 6. Using Your LaCie SAFE Hard Drive

Once you've set up your LaCie SAFE drive with at least one user, then you can start to use it. If the drive is currently disconnected, first connect

it (see section 4. [Connecting Your LaCie Drive](#) for more information). Now you are ready to get started!

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Step 2	<a href="#">6.2. Using the Drive as an Administrator</a>	Page 21
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### 6.1. Using the Drive as a Registered User

1. Once your drive is plugged in and switched on, a window appears asking you to swipe your finger over the sensor.
2. This is the first screen you will see with normal use. To unlock your LaCie SAFE Hard Drive, place a registered finger flat in the recess of the fingerprint sensor. Make sure the top of your finger touches the top of the recess and slide it down slowly. For more on how to use the fingerprint sensor see section 3.1. [How to Use the Fingerprint Sensor](#). If you are having trouble getting the fingerprint sensor to recognize you, see section 10. [Troubleshooting the Fingerprint Sensor](#).



SAFE Drive Tool: Welcome screen

**TECHNICAL NOTE:** Windows Users: At this point, only an empty, removable disk mounts in your My Computer folder. Once you have logged in, the whole storage volume will mount.

## 6.2. Using the Drive as an Administrator

1. This is the first screen you will see with normal use. To unlock your LaCie SAFE drive, place a registered finger flat in the recess of the fingerprint sensor. Make sure the top of your finger touches the top of the recess and slide it down slowly. Continue swiping your finger until the drive recognizes you. For more on how to use the fingerprint sensor see section 3.1. [How to Use the Fingerprint Sensor.](#)



SAFE Drive Tool: Welcome screen

**TECHNICAL NOTE:** Once the drive is plugged in and switched on, a window will open automatically, up asking you to swipe your finger over the sensor. If you are recognized as an Administrator, you will have the choice either to administrate your drive (such as registering additional users) or to access the drive.

2. Once the sensor has recognized you as an Administrator, a personalized dialog appears. Click **Unlock drive** to begin using the drive, just as you would any standard external drive. Or click **Configure** if you want to add or remove users or change user profiles.

**IMPORTANT INFO:** If you are having trouble getting the fingerprint sensor to recognize you, see section 10. [Troubleshooting the Fingerprint Sensor.](#)



SAFE Drive Tool: Administration

## ■ User Management Interface

If you click **Configure** to modify the drive (see Step 2 and Step 3 in section 6.2 [Using the Drive as an Administrator](#)), you'll launch the **User Management Interface** dialogue. Select a user from the list and double-click.

### Modify a User

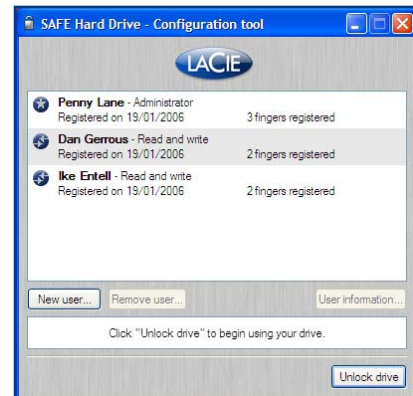
Now you'll see the **Modify User** dialog. From here you can change any information about the user including the user name, permissions, and fingerprint registration. See section 5.2. [Setting Up User Names and Privileges](#) and section 5.3. [Registering User Fingerprints](#) for more information. To register a new fingerprint, simply click on a finger that is not currently registered. A dialog appears, requesting that you swipe the selected finger over the fingerprint sensor. If the swipe is successful, you will see a dialog requesting that you swipe the same finger a second time and a third time for confirmation. See section 5.3. [Registering User Fingerprints](#) for more information.

### Removing a Fingerprint

You can also remove a fingerprint by selecting it and clicking **Remove this fingerprint...** (if you have already removed all users, it is not necessary to select a user in order to reset to factory settings). You'll see a confirmation dialog asking if you are sure you want to remove all registered users. This action cannot be undone.

**IMPORTANT INFO:** The last fingerprint for an existing user cannot be removed; a new fingerprint must first be registered. Every user can have Administration privileges.

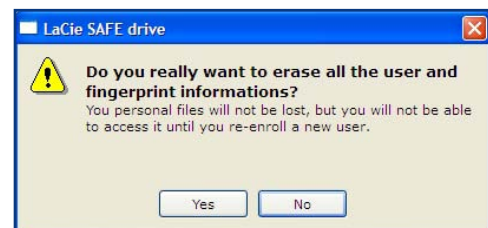
**TECHNICAL NOTE:** When you are in configuration mode, the top LED becomes orange.



User Management Interface



Modify User

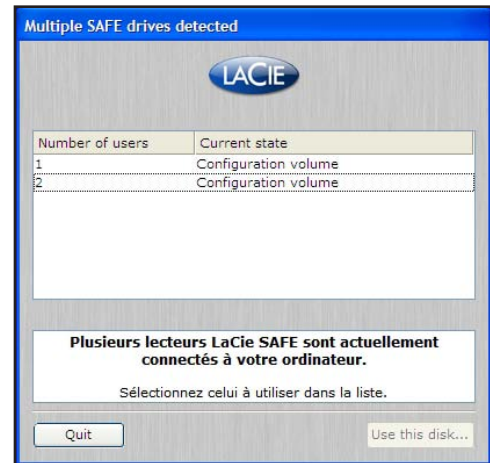


Removing the last user

### 6.3. Using Multiple SAFE Drives on the Same Computer

If multiple safe drives are plugged in, this dialogue appears, asking which drive you want to administer or access.

Simply select the desired SAFE drive, and click **Use this disk**.



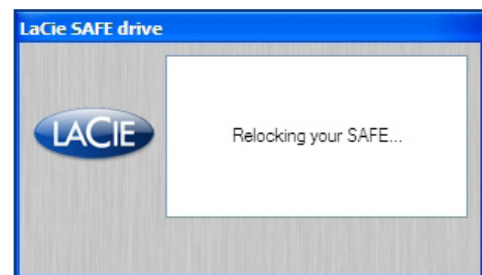
Using multiple SAFE drives

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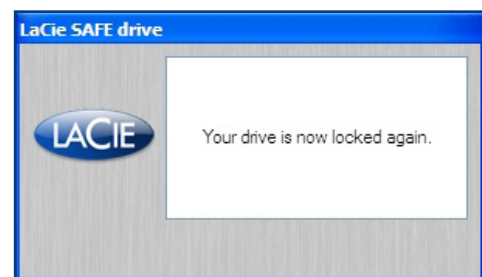
### 6.4. Locking Your LaCie SAFE Drive

If you need to step away from your desk for a few minutes, you can easily re-lock your drive. Simply touch the biometric sensor and verify that the sensor becomes red and the drive disappears from the OS.

To re-access your SAFE drive, touch the sensor to “awaken” it, then swipe a registered finger over the biometric sensor to unlock the drive.



Locking your SAFE drive



Locked SAFE drive

## 6.5. Disconnecting Your Drive

To lock your LaCie SAFE drive once you are finished using it, follow these steps. Once completely disconnected, your drive, and its data, will be inaccessible to unauthorized users.

### ■ For Windows Users:

1. From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image).
2. A message will appear, detailing the devices that the Eject icon controls, i.e. “Safely remove...”. Click on this prompt.
3. You will be then given this message: “Safe to Remove Hardware” (or similar). It is now safe to disconnect the device.

### ■ For Mac Users:

You must unmount the hard drive system before disconnecting it or powering it down. Simply drag the hard drive icon to the Trash. The drive can now be disconnected.

**TECHNICAL NOTE:** To quickly lock your SAFE drive, simply touch the biometric sensor, and verify that the drive unmounts from the OS. See 6.4. [Locking Your LaCie SAFE Drive](#) for more information on locking your drive.



Eject device in PC





## 7. Helpful Information

### 7.1. File System Formats

Your LaCie SAFE Hard Drive comes formatted with the FAT 32 file system format. This is the only file system format that is accessible on both PC and Mac platforms. LaCie drives are pre-formatted as FAT 32 volumes and can be used across multiple platforms (for example, Windows 2000/XP, and Mac OS X). If you only use your drive on either a PC or a Mac, then you can reformat it in NTFS for Windows 2000/XP users or HFS+ for

Mac users in order to optimize its use. For more on file formats for Windows, see the Windows Users section below. For more on file formats for Mac, see the Windows Users section below.

For more on formatting your drive see section 7.2. [Formatting and Partitioning Your Drive](#).

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#### ■ Windows Users

There are basically two file system formats for Windows: FAT 32 and NTFS. The following information aims to make choosing one or the other easier.

#### FAT 32

FAT is an acronym for **File Allocation Table**, which dates back to the beginnings of DOS programming. Originally, FAT was only 16 bits, but after the second release of Windows 95 it was upgraded to 32 bits, hence the name FAT 32. In theory, FAT 32 volume sizes can range from less than 1MB all the way to 2TB. It is the native file system of Windows 98 and Windows Me, and is supported by Windows 2000 and XP. When FAT 32 is used with Windows 2000 and XP, though, volume size is limited to 32GB (by the Windows partition utility, i.e. Disk Manager), and individual file size transfers are limited to 4GB.

#### NTFS

This acronym stands for **New Technology Filing System**, and it is the native file system for

Windows NT, Windows 2000 and XP. NTFS offers several features that are not available with FAT 32; i.e. file compression, encryption, permissions, and auditing, as well as the ability to mirror drives and RAID 5 capabilities. The minimum supported volume size for NTFS is 10MB, with a maximum of 2TB, with no limit to file size. Volumes created in NTFS can only be directly accessed (not through shares) by Windows NT, Windows 2000 and XP, without resorting to help from third-party products.

#### Guidelines for Choosing FAT 32 Or NTFS

*Use FAT 32 if:*

- You want to access your data on any Operating System—FAT 32 is compatible with Windows 2000, Windows XP, and Mac OS 10.x.
- You will be dual booting with an Operating System other than Windows NT or Windows 2000.
- You may need the ability to dual boot down the line. Once you have converted a volume from

FAT 32 to NTFS, there is no going back. You can convert from FAT 32 to NTFS, but not the other way around.

*Use NTFS if:*

- You want to optimize drive performance under Windows 2000 or XP.
- You want to encrypt files, assign permissions to files, or want to audit files for access.
- You will be formatting partitions larger than 32GB.

- You need to store individual files that are larger than 4GB.
- You need a filing system that can be mirrored or structured like a RAID 5 configuration.

**IMPORTANT INFO:** If you will be sharing the hard drive between Mac and Windows operating environments, you will want to leave the drive formatted in FAT 32.

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## ■ Mac Users

Mac OS 10.x Users: You have the option of formatting the drive in one of four formats: Mac OS Standard (HFS), Mac OS Extended (HFS+), MS-DOS File System and UNIX File System (UFS).

### HFS - Mac OS Standard

Mac OS Standard refers to the file system used by Mac OS 8.0 and earlier. This is no longer a modern file system specification, and Mac OS Extended is more efficient. Only use this file system if you are creating a volume smaller than 32MB, using a Mac with a 680X0 processor, or you are creating a file structure that will be used by Macs using Mac OS 8.0 or earlier.

### HFS+ - Mac OS Extended

Mac OS Extended refers to the file system used by Mac OS 8.1 and later. HFS+ represents an optimization of the older HFS file system by

using hard disk space more efficiently. Building off of HFS, they increased the number of blocks from 65,536 to 4.29 billion. With HFS+, you are no longer limited by block size.

### MS-DOS File System

This is the Microsoft file system, more typically known as FAT 32. This is the file system to use if you are going to be using your LaCie hard drive between Macs and Windows operating systems.

### UNIX File System

This is the file system based on UNIX, and is preferable for users developing UNIX-based applications within Mac OS 10.x. Unless you have a specific reason to use the UNIX File System, you should instead format your drive using Mac OS Extended (HFS+), because it provides Mac users with a more familiar operating experience.

## 7.2. Formatting Your LaCie SAFE Hard Drive

Once you have set-up your LaCie Hard Drive, you can reformat it to suit your needs.

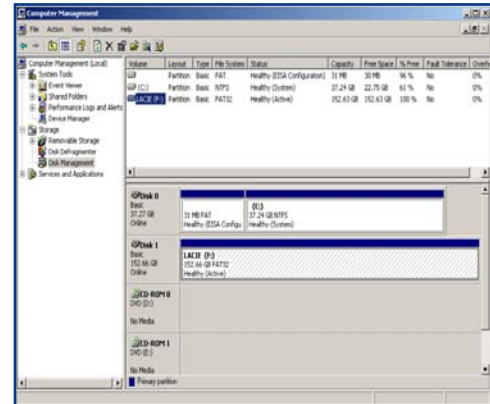
### ■ Windows Users

Windows 2000 and XP – Use the Disk Management Utility, which is native to the operating system.

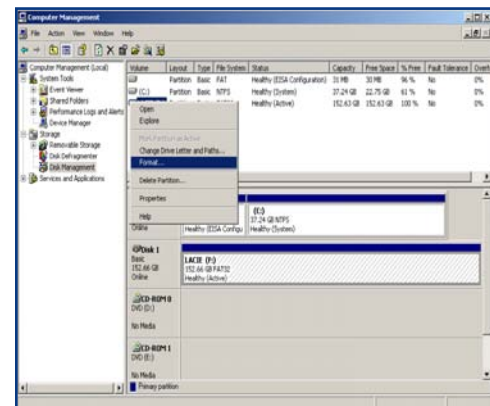
#### Formatting Using Windows 2000 and Windows XP

The process of formatting a drive on a computer running Windows 2000 or Windows XP consists of two steps: (1) installing a signature on the drive, and (2) formatting the drive. These steps will erase anything that is on the disk.

1. Connect the drive to the computer via the interface port.
2. Right-click **My Computer** and click **Manage**.
3. From the **Computer Management** window, select **Disk Management** (located below the **Storage** group).
4. Windows will list the hard drives that are installed on the system. Locate the LaCie drive that you have attached, highlight it, right-click on the name and select **Format**.

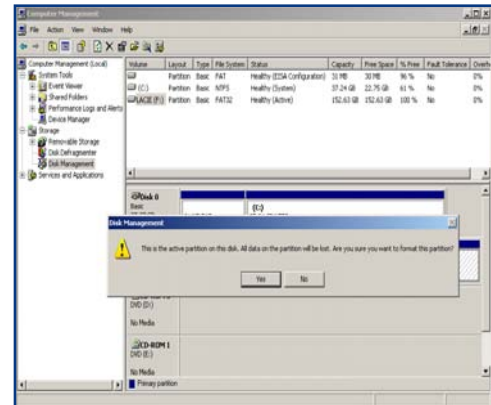


Disk management utility (Windows)



Disk management utility (Windows)

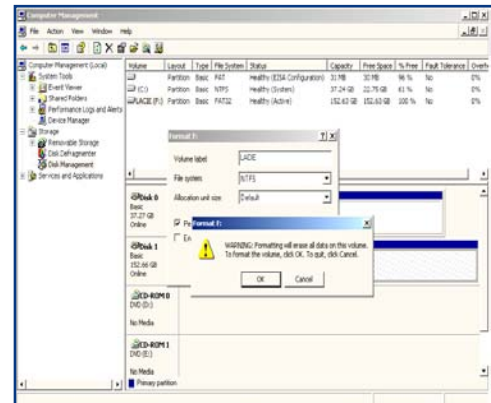
5. After Windows launches a warning, click **Yes** to continue.



Disk management utility  
(Windows)

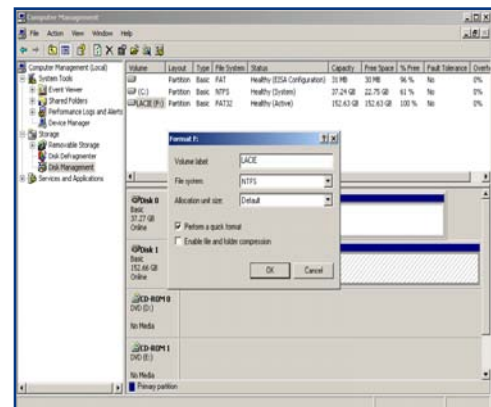
6. At this screen, you will be prompted to enter a name for the hard drive (it is **LACIE** by default), select a file system format, and allocate unit size. Click **OK** to continue.

**IMPORTANT INFO:** Please refer to section 7.1. [File System Formats](#), for a more detailed discussion on the differences between the two systems.



Disk management utility  
(Windows)

7. After you have set the volume information for your new hard drive and clicked **OK**, Windows will issue a final warning. Click **OK** to continue and Windows will begin formatting the hard drive. Once formatting is complete, you will be able to use your hard drive.



Disk management utility  
(Windows)

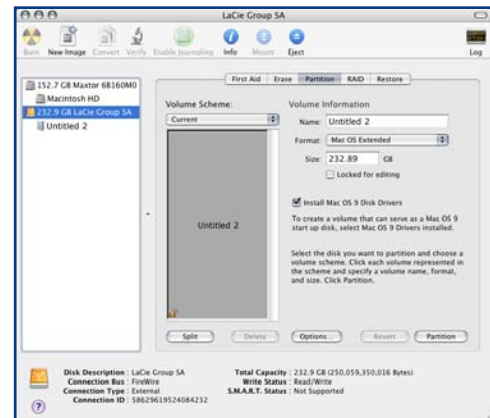
## ■ Mac Users

Mac OS 10.x – Use the Apple Disk Utility application, which is native to the operating system.

### Formatting Using Mac OS 10.x

1. Connect the drive to the computer via the USB 2.0 port and swipe a registered finger over the sensor to access the data storage area of the LaCie SAFE drive.
2. Once you have access to the drive, go to the **Menu Bar**, and open **Go**.
3. From the Go menu, click on **Applications**.
4. In the Applications menu, open the **Utilities** folder, and then double-click **Disk Utility** from the Utilities folder.
5. The Disk Utility window will open. In the left side of the window will be a list of the available hard disk drives. You should see a volume that represents your internal hard drive, and one labeled **LaCie SAFE drive**.
6. From the **Volume Scheme:** button, choose the number of partitions you want to divide the drive into by clicking on the pull down menu starting with **Current** (Mac OS 10.x gives you the option of dividing the drive into at most 8 partitions). You can customize the size of the partitions by using the slide bar between the partitions in the **Volume Scheme:** area.
7. In the **Volume Information** section, create a name for each partition, choose the volume format (Mac OS Extended, Mac OS Standard or UNIX File System) and the volume size.
8. Once you have finalized the volume format, number of partitions, size and options, click **OK**. The following message will appear: **Warning! Saving the new volume will erase all existing volumes. This can NOT be undone. Are you sure you want to do that?** Click **Partition** to continue.

**IMPORTANT INFO:** Following these steps will erase anything that is on the hard drive. Therefore, if you have information that you want to protect or continue to use, back-up this information before performing these steps.



Disk management utility (Mac)

**IMPORTANT INFO:** Please refer to section 7.1. [File System Formats](#), for a more detailed discussion on the differences between the two systems.

**IMPORTANT INFO:** Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format since it provides a more familiar experience to Macintosh users.

9. Mac OS 10.x will automatically setup the disk with the partitions and volume format you selected, and your new drive will be available for use.

### Format from NTFS to HFS+

If you have formatted the LaCie SAFE drive as NTFS, but you would like to reformat it in HFS+ for a Mac, follow these steps:

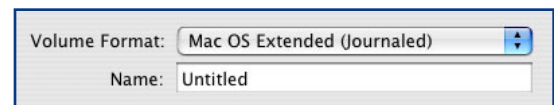
1. Go to the **Applications > Utilities** folder on your Mac and open the **Disk Utility application**. Select the SAFE drive icon and then click **Unmount** to unmount the SAFE drive. Now close the Disk Utility application.
2. Now open the Disk Utility application again. You'll see that the SAFE drive volume has been unmounted.
3. Select the LaCie SAFE drive icon and choose **Mac OS Extended (Journaled)** from the pop-down menu. Name the drive whatever you like and click **Erase** to reformat the drive.

**CAUTION:** Following these steps will erase anything that is on the hard drive. Therefore, if you have information that you want to protect or continue to use, backup this information before performing these steps.



Unmount drive in Mac Disc Utility application

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Select Mac OS Extended (Journaled) file system format

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## 7.3. Optimizing USB 2.0 Connections

The following technical information relates to your LaCie Drive and gives some practical advice.

### ■ What is USB 2.0?

The new USB 2.0 standard provides higher bandwidth for high-speed peripherals such as external hard drives, high-speed scanners and CD-RW drives. USB 2.0 delivers transfer rates up to 480Mb/s, while conveniently maintaining backward compatibility with USB 1.1 devices.



USB 2.0 Icon

USB 2.0 can still be used to connect lower-speed USB 1.1 ports and devices like digital cameras, scanners, modems, keyboards, mice, joysticks and printers. In

the USB 2.0 system, existing USB peripherals do not have to be upgraded, and lower-speed devices will not require additional performance, instead operating as USB 1.1 devices.

### USB Cables and Connectors

Your LaCie SAFE drive is shipped with a USB 2.0-certified USB cable, to ensure maximum data transfer performance when connected to a USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

There are also different types of USB connec-

tions, such as the mini-cable and device end. Make sure that you have the correct type of connection on computer. Consult LaCie Customer Support or your LaCie reseller for more information.

### USB 2.0 Host Bus Adapters and Performance

To use the newly-enhanced USB 2.0 performances, your computer must be equipped with a USB 2.0 host bus adapter card (sold separately, such as the LaCie USB 2.0 PCI Card, or integrated by your PC manufacturer) and the appropriate drivers. These host bus adapter cards, which include one or more USB ports, are shipped with special USB 2.0 drivers that enable the computer to control the card. These drivers must be installed in order for USB 2.0 devices connected to the port to work at their correct speeds. For installation instructions, please refer to the documentation that comes with the host adapter card.

LaCie supplies only the appropriate USB 2.0 drivers for its peripherals and does not provide drivers for third-party host adapter cards. To obtain the right drivers for your host adapter card, visit your card manufacturer's Internet site.

## ■ Data Transfers

Data transfers are the flow of data that accomplishes a task, usually related to moving data for storage to computer RAM or between storage devices. During data transfers, it's best to wait before launching other applications on the same USB 2.0 port. Anomalies may arise with computers that have USB 2.0 controllers (see technical note) that do not conform to OHCI (Open Host Controller Interface) standards. In any other configurations, we cannot ensure 100% correct operation. Due to this, you may encounter hanging problems. If this happens, proceed as follows:

1. Make sure that the USB 2.0 cable is connected tightly and securely on both ends of the cable, from the drive to the computer. If you are using a USB 2.0 cable other than the one supplied with your LaCie drive, check that it is USB 2.0 certified. The cable that is provided with your LaCie drive is USB 2.0 certified.
2. Disconnect your computer's USB 2.0 cable. Wait 30 seconds. Reconnect.

**CAUTION:** Do not connect USB 2.0 cables so that they form a ring of devices. There is no need for terminators on USB 2.0 devices, so the unused USB 2.0 connectors should be left empty.

**TECHNICAL NOTE:** Controller – This is a component or an electronic card (referred to in this case as a “controller card”) that enables a computer to communicate with or manage certain peripherals. An external controller is an expansion card which fills one of the free slots (for example, PCI or PC-MCIA) inside your PC and which enables a peripheral (such as a CD-R/RW drive, Hard Drive, scanner, or printer) to be connected to the computer. If your computer is not equipped with a USB 2.0 controller card, you can purchase an external controller through LaCie. Contact your LaCie reseller or LaCie Technical Support (11. Contacting Customer Support) for more information.



## 8. Frequently Asked Questions (FAQ)

Question	Answer
Why is the top LED momentarily orange when I connect the drive to the USB port on the computer?	During the 5 seconds when the LED is orange, you can swipe your finger to access the drive without waiting for it to mount on the desktop.
What operating systems is SAFE compatible with?	For configuration, the LaCie SAFE Hard Drive works with Windows 2000, Windows XP and Mac OS 10.2 and higher. Once users are registered, your SAFE Hard Drive can be used on every OS. Just swipe your finger over the sensor when the top led blinks.
How many fingerprints can be registered?	It is highly recommended to register 10 or fewer fingerprints.
How many users can have access to a SAFE drive?	A maximum of five users can have access to a single SAFE drive. There must be at least one Administrator. The other users can either have Administration privileges or not.
What should I do if the SAFE drive remains locked after swiping my finger?	First, make sure that you are swiping your finger the right direction (the front of the drive should be facing you) and that you are touching the sensor for 10 seconds. Also, be sure to wait a few seconds after connecting the LaCie SAFE drive to the USB port on your computer. Second, check with the Administrator to make sure you are registered and that you are using the correct finger. You might also try cleaning the sensor with a dry, soft cloth or disconnecting and reconnecting the USB cable. If none of these things work, consult section 10. Troubleshooting the Fingerprint Sensor for more suggestions.
How can an Administrator be changed?	An Administrator can be changed by using the User Administration.
How can the authorized users be changed?	Only users with Administration privileges can add or remove users or change their profiles.
Can an Administrator give different rights to each user?	Yes, an Administrator can give each user Read Only access to the data, Read/Write access, or Administration privileges. Read Only access means that a user can read data, but not modify it or add new data to the drive. Read/Write access allows a user to both read data on the drive and create or modify data on the drive. Administration privileges allow the user to have Read/Write access as well as the ability to add or remove users or change user profiles.
How can I tell if the fingerprint sensor on the drive is working properly?	Simply look at the first LED on the top of the drive. If it is red then it means that the hard drive is locked so that no one can access the data on it. Orange indicates that a user has swiped his finger on the sensor and SAFE is trying to identify it. Green means that the user has been identified and can have access to data on the drive.

Question	Answer
Should I keep a backup of the data stored on the SAFE drive?	It's always a good idea to keep a backup, or even two backups, of your data. LaCie provides a full range of products for backing up data, including tape drives and CD and DVD burners.
Do I need to install software on every machine that I want to connect to the SAFE drive?	No, the SAFE drive does not require any special software to run. Just connect the SAFE drive to the computer following the instructions in section 4. <a href="#">Connecting Your LaCie Drive</a> and authorized users can swipe their fingers over the sensor to access the drive.
Can users change their profiles or remove other users?	No, because only users with Administration privileges have access to the User Administration required for adding and removing users and changing user profiles.
Are my fingerprints stored on the SAFE drive?	The data for recognizing fingerprints is encrypted and stored locally on the drive. There is no way this data can become corrupted or be copied.
Can I open the case on the SAFE drive?	If you remove the SAFE drive from its case, you will void the product warranty.
What is the probability that a fingerprint from an unauthorized user can unlock the SAFE drive?	It's very unlikely that this would happen. First, the biometry technology used is very safe and reliable. Second, each human has his own biological identity. Third, LaCie has selected a sensor for the SAFE drive that is known for its reliability and quality. The image quality specification is really rigorous so it increases the reliability of the SAFE drive.
What happens if the fingerprint sensor is damaged?	Just return the SAFE drive to the factory and use the data from one of your backups in the meantime. (You did do a backup, right?) Please contact LaCie Customer Support.
What happens if the Administrator is not available?	LaCie highly recommends giving at least two people Administration privileges in case one person leaves the company or is not available. LaCie does not take responsibility should no Administrator be available to access the data on your drive.
Can the SAFE drive be used on a network?	No, the LaCie SAFE drive can only be used via USB, Hi-Speed USB 2.0 or USB 1.0.
What are the LEDs for?	The LED is alternately orange or off during the finger swiping process. It is red when the drive is locked, green when unlocked, and flashes orange to remind you to touch the sensor to re-lock it.

## 9. Troubleshooting Your LaCie Drive

In the event that your LaCie SAFE Hard Drive is not working correctly, please refer to the following checklist to find out where the problem is coming from. If you have gone through all of the points on the checklist and your drive is still not working correctly, please have a look at the FAQs that are regularly published on our Web site – [www.lacie.com](http://www.lacie.com). One of these FAQs may provide an answer to your specific question. You can also visit

### ■ User Manual Updates

LaCie is constantly striving to give you the most up-to-date, comprehensive User Manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

the drivers pages, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Technical Support (see section 11. [Contacting Customer Support](#) for details).

If you are having problems getting the fingerprint sensor to recognize you, see section 9. [Troubleshooting the Fingerprint Sensor](#).

If your User Manual does not reflect the configurations of the product that you purchased, please check our Web site for the most current version available.

Problem	Questions to Ask	Solution
The drive is not recognized.	Is the drive's power on?	Check to make sure that the USB 2.0 cables are correctly attached and firmly seated in both the drive and computer's USB ports. Disconnect them, wait 10 seconds, and reconnect them. If the drive is still not recognized, restart your computer and try again. If they are correctly connected and your drive still does not power on, try using the optional power sharing cable, described in section 4.2. <a href="#">Connecting the USB Power Sharing Cable</a> .
	Does a removable drive appear on the desktop?	Check for a removable drive on the Desktop (on a Mac) or in My Computer (on a PC).
	Are all of my cables connected securely?	Make sure that all the steps in section 4. <a href="#">Connecting Your LaCie Drive</a> have been followed correctly. Examine the connections carefully to ensure that all the cables are inserted in the correct orientation and in the correct location.
	Are the USB drivers installed correctly?	<p>Mac Users: Open Apple System Profiler and click on the Devices and Volumes tab. If your device is not listed, recheck the cables and try the other troubleshooting solutions listed here.</p> <p><b>Windows 2000 Users:</b> Go to Start &gt; Settings &gt; Control Panel &gt; System &gt; Hardware tab &gt; Device Manager button &gt; USB Controller &gt; click on the + sign next to the controller icon, and you should see your device listed.</p>
<p><b>TECHNICAL NOTE:</b> Mac Users: Apple is constantly providing updated support for drive mechanisms within OS 10.x. To ensure that you have the latest support, upgrade to the latest version of OS 10.x. To access the latest updates and upgrades, pull down the Apple Menu and click on System Preferences. In the section titled System, click on Software Update and then click Update Now. Your computer will then automatically connect to the Internet to access the latest updates from Apple.</p>		<p><b>TECHNICAL NOTE:</b> Windows Users: Microsoft consistently posts updated drivers and support fixes for their operating systems. Go to Microsoft's Web site, <a href="http://support.microsoft.com">support.microsoft.com</a>, for more information.</p>
		<p><b>Windows XP Users:</b> Go to Start &gt; Control Panel &gt; Performance and Maintenance &gt; System &gt; Hardware tab &gt; Device Manager button &gt; USB Controller and click on the + sign next to the controller icon. You should see your device listed.</p>
	Is there a conflict with other devices?	<p>If you cannot see the device, recheck the cables and try the other troubleshooting solutions listed here.</p> <p>Consult LaCie Technical Support. See section 11. <a href="#">Contacting Customer Support</a> for more details.</p>
	Is the file system supported by your operating system?	Check the documentation for your operating system.

Problem	Questions to Ask	Solution
	Does your computer's configuration meet the minimum system requirements for use with this drive?	Check section 2.2. <a href="#">Minimum System Requirements</a> .
Error messages under Mac OS 10.x	Did you get an Error -50 message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, certain characters cannot be copied. These characters include, but are not limited to:  ? < > / \ :  Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "woken" from sleep, it does not give the drive enough time to spin-up from its sleep mode.
	Are other USB devices connected to the same port?	Disconnect any other USB devices and see if performance improves.
	Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?	If so, it is normal that the drive runs at USB 1.1 speeds. A USB 2.0 device can only run at USB 2.0 speeds when connected to a USB 2.0 port or hub and controlled by the appropriate USB 2.0 drivers.
	Is the drive connected to a USB 2.0 port on your computer?	Check to see that the USB 2.0 drivers for your Host USB 2.0 port and for your USB 2.0 device have been correctly installed (see section 7.3. <a href="#">Optimizing USB Connections</a> section for a more detailed discussion). If in doubt, uninstall the driver and then reinstall it.
	Does your computer or operating system support USB 2.0?	See section 7.3. <a href="#">Optimizing USB Connections</a> section for a more detailed discussion.

**TECHNICAL NOTE:** Technically, you can connect up to 127 devices to a single USB bus. For more than two devices, you must make new connections using a peripheral called a "hub." A hub, which you hook up directly to a USB connector on your computer, usually has 4 or 7 output connections enabling you to connect the same number of peripherals. One of the hub's main functions is to regenerate signals that lose part of their strength as they are transmitted via the USB cable. By connecting yet another hub to a connector on the existing hub, you can then plug in a new set of peripherals and so on, up to a maximum of 127.

You can use your USB 2.0 devices with USB 1.1 hubs, but the peripherals will be limited to USB 1.1 performance levels. As USB 2.0 is backwards compatible, you will be able to connect USB 1.1 devices to USB 2.0 hubs; however, the USB 1.1 devices will still maintain their

normal performance levels (i.e. 12 Mb/s).

In practice, users who desire enhanced USB 2.0 throughput will need to connect their USB 2.0 hardware on both ends of a 2.0 hub to achieve the "high-speed" mode. On one end, a USB 2.0 compliant host controller resides on the host PC to manage the enumeration process and power management. On the other end, USB 2.0 hardware must be connected directly to the root hub or through a USB 2.0 hub.

Some hubs have no power supply and others are self-powered. When you choose a hub, opt for the self-powered variety, as they have their own AC adapter. The most powerful hubs provide 0.5A of power to each port. If you buy a hub, make sure that it supports per-port switching. This function prevents the entire chain of peripherals from freezing up if one of them is not working properly or is down.

**IMPORTANT INFO:**

- Avoid using USB connectors found on certain peripherals such as keyboards. These are passive (or pass-through) connectors that lead to power loss and unstable operation.

- Only use USB cables shorter than 5 meters (approximately 15 feet). Using longer cables cause the peripherals to malfunction due to excessive reduction in electrical signal strength.

## 10. Troubleshooting the Fingerprint Sensor

In the event that your LaCie SAFE Hard Drive's fingerprint sensor does not recognize you as an authorized user, please refer to the following checklist to find out where the problem is coming from. If you have gone through all of the points on the checklist and the fingerprint sensor still does not recognize, please have a look at the FAQs that are regularly published on our Web site – [www.lacie.com](http://www.lacie.com). One of these FAQs may provide an answer to your specific question. You can also visit the drivers pages, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Technical Support. See section 11. [Contacting Customer Support](#) for details.

If you are having problems with your LaCie SAFE Hard Drive, see section 8. [Troubleshooting Your LaCie Drive](#).

Try the following things if the fingerprint sensor does not recognize you:

- Make sure the front of the drive is facing you.
- Make sure your finger is positioned properly. It should be flat and resting entirely on the sensor surface so that it touches the metal plate around the sensor itself.
- Try using the other registered finger.
- Try keeping your finger on the sensor for a longer period of time.
- Clean the sensor with a dry tissue or cloth.
- If you have dry skin, try touching your finger to your forehead or the side of your nose and then placing your finger on the sensor.
- If you have moist skin, try rubbing your finger on your slacks or shirt sleeve and then place your finger on the unit.
- Disconnect and then reconnect the drive.

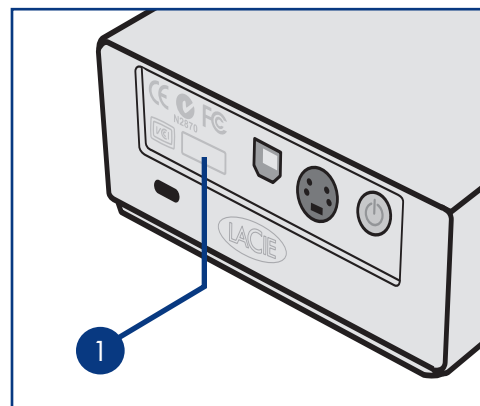
## 11. Contacting Customer Support

### Before You Contact Technical Support:

1. Read the manuals and review the sections 9. Troubleshooting Your Drive and 10. Troubleshooting the Fingerprint Sensor.
2. Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us via the provided Web link. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

- Your LaCie drive's serial number (A)
- Operating system (Mac OS or Windows) and version
- Computer brand and model
- Names of CD or DVD drives installed on your computer
- Amount of memory installed
- Names of any other devices installed on your computer





## LaCie Technical Support Contacts

<b>LaCie Asia, Singapore, and Hong Kong</b> Contact us at: <a href="http://www.lacie.com/asia/contact/">http://www.lacie.com/asia/contact/</a>	<b>LaCie Australia</b> Contact us at: <a href="http://www.lacie.com/au/contact/">http://www.lacie.com/au/contact/</a>
<b>LaCie Belgium</b> Contact us at: <a href="http://www.lacie.com/be/contact/">http://www.lacie.com/be/contact/</a> (Français)	<b>LaCie Canada</b> Contact us at: <a href="http://www.lacie.com/caen/contact/">http://www.lacie.com/caen/contact/</a> (English)
<b>LaCie Denmark</b> Contact us at: <a href="http://www.lacie.com/dk/contact">http://www.lacie.com/dk/contact</a>	<b>LaCie Finland</b> Contact us at: <a href="http://www.lacie.com/fi/contact/">http://www.lacie.com/fi/contact/</a>
<b>LaCie France</b> Contact us at: <a href="http://www.lacie.com/fr/contact/">http://www.lacie.com/fr/contact/</a>	<b>LaCie Germany</b> Contact us at: <a href="http://www.lacie.com/de/contact/">http://www.lacie.com/de/contact/</a>
<b>LaCie Italy</b> Contact us at: <a href="http://www.lacie.com/it/contact/">http://www.lacie.com/it/contact/</a>	<b>LaCie Japan</b> Contact us at: <a href="http://www.lacie.com/jp/contact/">http://www.lacie.com/jp/contact/</a>
<b>LaCie Netherlands</b> Contact us at: <a href="http://www.lacie.com/nl/contact/">http://www.lacie.com/nl/contact/</a>	<b>LaCie Norway</b> Contact us at: <a href="http://www.lacie.com/no/contact/">http://www.lacie.com/no/contact/</a>
<b>LaCie Spain</b> Contact us at: <a href="http://www.lacie.com/es/contact/">http://www.lacie.com/es/contact/</a>	<b>LaCie Sweden</b> Contact us at: <a href="http://www.lacie.com/se/contact">http://www.lacie.com/se/contact</a>
<b>LaCie Switzerland</b> Contact us at: <a href="http://www.lacie.com/chfr/contact/">http://www.lacie.com/chfr/contact/</a> (Français)	<b>LaCie United Kingdom</b> Contact us at: <a href="http://www.lacie.com/uk/support/request/">http://www.lacie.com/uk/support/request/</a>
<b>LaCie Ireland</b> Contact us at: <a href="http://www.lacie.com/ie/contact/">http://www.lacie.com/ie/contact/</a>	<b>LaCie USA</b> Contact us at: <a href="http://www.lacie.com/contact/">http://www.lacie.com/contact/</a>
<b>LaCie International</b> Contact us at: <a href="http://www.lacie.com/intl/contact/">http://www.lacie.com/intl/contact/</a>	

## 12. Warranty Information

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive.

This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

 **IMPORTANT INFO:** Register online for free technical support:  
[www.lacie.com/register](http://www.lacie.com/register)

## Glossary

**Backup** – (1) The act of creating at least one additional copy of data onto a different (and safe) storage device from where it can be retrieved at a later time if needed. (2) A copy of a file, directory, or volume on a separate storage device from the original, for the purposes of retrieval in case the original is erased, damaged, or destroyed.

**Bit** – The smallest measure of computerized data, either a 1 or a 0. Eight bits equal one byte, or one character.

**Biometry** – Technology that uses biological data to verify a person's identity.

**Block** – A very small section of the storage media comprised of one or more sectors. A block is the smallest amount of space allocated on a drive for data storage. By default, a sector of data consists of 512 bytes.

**Buffer** – RAM cache that is faster than the data that is being delivered. Buffers are used so data may be stored and delivered to the receiving item as it is needed.

**Bus** – Electronic links that enable data to flow between the processor, RAM and extension cables (peripherals).

**Byte** – A sequence of adjacent binary digits, or bits, considered as a unit, 8 bits in length. There are 8 bits in 1 byte. See also MB (Megabyte) or GB (Gigabyte).

**Cache, -ing** – This is an area of electronic storage (usually RAM) set aside to store frequently used data from electro-mechanical storage (hard drives, floppy disks, CD/DVD-ROM, tape cartridges, etc.) Therefore, storing frequently used data in RAM can enhance your system's overall response to disk-intensive operations significantly.

**Configuration** – When talking about a PC, configuration is understood to be the sum of the internal and external components of the system, including memory, disk drives, the keyboard, the video subsystem and other peripherals, such as the mouse, modem or printer. The configuration also implies software: the operating system and various device managers (drivers), as well as hardware settings and options set by the user via configuration files.

**Cross-platform** – Term that refers to a device that is able to be operated by both Mac and Windows operating systems.

**Data Stream** – The flow of data that accomplishes a task, usually related to moving data from storage to computer RAM or between storage devices.

**Driver (peripheral manager)** – A software component that enables the computer system to communicate with a peripheral. Most peripherals will not operate correctly – if at all – if the appropriate drivers are not installed on the system.

**File System** – Links the physical map of a disc to its logical structure. Thanks to the file system, users and computers can easily display path, directories and files recorded onto the disc.

**Fingerprint** – An impression on a surface of the curves formed by the ridges on a fingertip, especially such an impression made in ink and used as a means of identification.

**Firmware** – Permanent or semi-permanent instructions and data programmed directly into the circuitry of a programmable read-only memory or an electronically-erasable, programmable read-only memory chip. Used for controlling the operation of the computer or tape drive. Distinct from the software, which is stored in random access memory and can be altered.

**Folder** – A list created on a disk to store files. Creating folders and sub-folders enables you to organize the storage of your files in a logical, hierarchical manner so that you can find and manage them more easily.

**Format, -ting, -ted** – This is a process where a device is prepared to record data. In this process, the hard disk writes special information onto its own recording surfaces into areas (blocks) that are ready to accept user data. Since this operation causes all current user data stored on the hard disk to be lost, this is an infrequent operation that usually only happens at the v that created the hard disk. It is unusual for something to happen to a hard disk that requires the end-user to initially perform this operation.

**GB (GigaByte)** – This value is normally associated with data storage capacity. Basically, it means a thousand million or a billion bytes. In fact, it equals 1,073,741,824 bytes (or  $1,024 \times 1,024 \times 1,024$ ).

**Hardware** – Physical components of a computer system, including the computer itself and peripherals such as printers, modems, mice, etc.

**Interface** – The protocol data transmitters, data receivers, logic and wiring that link one piece of computer equipment to another, such as a hard drive to an adapter or an adapter to a system bus. Protocol means a set of rules for operating the physical interface, such as: do not read or write before the drive is ready.

**I/O (Input/Output)** – Refers to an operation, program or device whose purpose is to enter data into or to extract data from a computer.

**Kb (Kilobit)** – Equivalent to 1,000 bits.

**Kb/s** – Kilobits per second. 480Kb/s is equal to 60KB/s.

**KB (KiloByte)** – Basically, this means 1,000 bytes, but it is actually 1,024 bytes.

**KB/s** – Kilobytes per second. A means of measuring throughput.

**Mb (Megabit)** – Equivalent to 1,000,000 bits.

**Mb/s** – Megabits per second. A means of measuring throughput. 480Mb/s is equal to 60MB/s.

**MB (Megabyte)** – Basically means one million bytes, but is actually 1,024 Kilobytes or  $1,024 \times 1,024$  bytes, which equals 1,048,576 bytes.

**MB/s** – Megabytes per second. A means of measuring throughput.

**Operating System (OS)** – Software that controls the assignment and use of hardware resources such as memory, processor time, disk space and periph-

erals. An operating system is the basis on which software (applications) run. Windows, Mac OS and UNIX are among the most common.

**Overwrite** – To write data on top of existing data thus erasing the original data.

**Partition, -ing** – After formatting, the hard drive is not yet ready to store files. It must be divided into sections that will contain special information required for a Mac or PC to operate and other sections that will contain the files. This process of dividing up the hard drive is called partitioning.

**Peripheral** – A generic term applied to printers, scanners, mice, keyboards, serial ports, graphics cords, disk drives and other computer subsystems. This type of peripheral often relies on its own control software, known as a peripheral driver.

**RAM (Random Access Memory)** – Generally referred to as a computer’s “memory.” An integrated circuit memory chip that allows information to be stored and retrieved by a microprocessor or controller. The information can be stored or accessed in any order, and all storage locations are equally accessible.

**Seek Time** – The amount of time (in thousandths of a second, or milliseconds) that it takes a hard drive’s read/write head to move to a specific location on the disk. Average seek, then, is the average of a many random samplings all over the disk. Seek time is CPU independent, meaning that seek time is the same for a disk drive, whether it is attached to a computer or not.

**Sensor** – A device, such as a photoelectric cell, that receives and responds to a signal or stimulus.

**Software** – In a nutshell, software is a set of instructions for the computer. A set of instructions to perform a particular task is called a program. There are two main types of software: system software (an operating system such as Mac OS or Windows) which controls the operation of the computer and application software (programs such as Word) which enable users to perform tasks such as word processing, spreadsheet creation, graphics, etc.

**Storage** – In computers, any equipment in which information may be kept. PCs generally use disk units and other external storage media (diskettes, CD-ROMs, magnetic disks, etc.) for permanent storage of information.

**Transfer Rate** – The rate at which the drive sends and receives data from the controller. Transfer rates for reading data from the disk drive may not be the same as the transfer rate for writing data to the disk drive. Transfer rates are CPU dependent, meaning that regardless of how great a transfer rate your drive is capable of, the actual transfer rate can only be as fast as the slowest of your hard drive and computer.

**USB (Universal Serial Bus)** – An external peripheral interface standard used for communication between a computer and external peripherals over an inexpensive cable.

**Utility** – Software designed to perform maintenance tasks on the system or its components. Examples include backup programs, programs to retrieve files and data on disk, programs for preparing (or formatting) a disk or and resource editors.

**Volume** – A desktop mountable storage area, may be a partition of a hard drive, a removable disk or a cartridge. Typically measured in MBs or GBs.